



POSITION DESCRIPTION

Position Title:	Head Barista / Café Supervisor
Organisation Unit:	Customs House
Position Number:	3039392
Type of Employment:	Fixed Term
Classification:	HLF4

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver **knowledge leadership for a better world**.

UQ ranks in the world's top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia's Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a \$1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of \$11billion+ (see <http://uniquet.com.au/our-track-record>).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The historic **Customs House** located on the river at 399 Queen Street in Brisbane's CBD is a UQ's premier downtown restaurant, function and cultural facility. Customs House operates The Daily Coffee Co. at The University of Queensland's Brisbane City Campus at 293 Queen Street. Customs House also provides outside catering in the CBD. The Restaurant provides inside dining in heritage surroundings as well as outside dining overlooking the river and the Story Bridge. The Clients include high profile university, government and corporate clients as well as private clients and visitors to Brisbane.

Information about Customs House may be accessed at <http://www.customshouse.com.au>

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - <http://www.uq.edu.au/current-staff/working-at-uq>

DUTY STATEMENT

Primary Purpose of Position

The Café Supervisor is responsible for the efficient management of The Daily Coffee Co. and the café team to ensure excellent service to guests. A commitment to the ongoing success of the café is essential.

Duties

Café Operations

- Supervision and hands on service in the Café and assisting as required with outside catering and at Customs House
- Rostering
- Handling guest complaints
- Maintenance of equipment and furniture
- Liaison with restaurant, accounts and kitchen team at Customs House
- Client liaison – problems, site inspections, general information for visitors
- Security – locking of premises at end of the shift
- POS system updates and programming
- Responsibility for staff and patron care
- To ensure responsible service of alcohol
- Assisting with social media posts
- Assisting the Operations Manager in the day to day activities of Customs House

Staffing

- Recruiting and training of other café staff
- Training of new staff in the menu and food preparation
- Supervision and motivation

- Maintenance of high service standards

Menu and Beverages

- Food preparation
- Preparation of a menu glossary highlighting dietary requirements
- Programming of POS system
- Liaising with food and beverage account managers

Stock Control and Ordering

- Manage and control café supplies
- Ordering and maintaining par levels of food, beverage and supplies
- Organisation of store, reheat kitchen and fridges
- Monthly stocktakes

Financial

- Finalisation of accounts
- Banking reports
- Reconciliation of takings
- Control of cash floats
- Any other duties as reasonably directed by your supervisor

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the [University's Code of Conduct](#)
- requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#)
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](#) developed by the University

Organisational Relationships

The position reports to the Operations Manager and supervises the café team.

SELECTION CRITERIA

Qualifications

- Completion of a relevant degree/diploma and at least 1 years subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Current Queensland Responsible Service of Alcohol Certificate (RSA)

Knowledge and Skills

- Proven supervisory experience in a high-profile café
- Strong food and coffee knowledge
- Trained coffee barista
- Competence in programming POS systems
- Well developed communication and negotiation skills
- Highly developed organisational skills and an ability to work under pressure
- Sound understanding of workplace, health and safety issues

Experience

- Minimum of 1 years experience in a supervisory role

Personal Qualities

- Demonstrated team player
- Customer oriented focus
- Commitment to excellence of product and service
- Well developed interpersonal skills

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples.